

**THE OFFICE OF REGULATORY STAFF  
DIRECT TESTIMONY AND EXHIBITS  
OF  
BRANDON FOSTER  
JUNE 15, 2010**



**DOCKET NO. 2010-146-WS**

**Petition of ORS for Commission to Order  
a Rule to Show Cause As to Why  
Carolina Water Service Inc., Should Not  
be Found in Violation of Commission  
Regulations and for Issuance of Order to  
Provide Adequate and Proper Service**

**TESTIMONY OF BRANDON FOSTER**

**FOR**

**THE OFFICE OF REGULATORY STAFF**

**DOCKET NO. 2010-146-WS**

**IN RE: CAROLINA WATER SERVICE, INC.**

**Q. PLEASE STATE YOUR NAME AND ADDRESS.**

A. My name is Brandon Foster and my home address is 202 Barnacle Circle, Lexington, South Carolina, 29072. I live in the Seay Cove subdivision in Lexington, South Carolina. I have lived at this address for approximately ten (10) years, since December 31, 2000, and I have been a customer of Carolina Water Service ("CWS") during that time.

**Q. PLEASE STATE YOUR EDUCATIONAL BACKGROUND AND OCCUPATION.**

I am a nurse practitioner. Currently, I am employed by the University of South Carolina (USC) School of Medicine in the division of rheumatology. Prior to joining the USC School of Medicine, I worked for Palmetto Health Richland. Over the past ten years, I was a critical care nurse practitioner with pulmonary medicine, neuro trauma and bone marrow transplant, and I have over thirty years of critical care nursing experience.

**Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS PROCEEDING?**

A. The purpose of my testimony is to inform the Public Service Commission of South Carolina ("Commission") of the problems that I have experienced as a customer of CWS. I contacted ORS in April of 2010, because I was not receiving my bills, did not receive a notice of termination of service, and found myself without water service on February 11, 2010.

**Q. PLEASE DESCRIBE THE EVENTS OF FEBRUARY 11, 2010.**

A. My husband noticed that our water was off, but neither he nor I thought much about it because water service had been interrupted in the past as there was construction work in the neighborhood. I contacted my neighbor and learned that my neighbor's service was working, so my husband went under our house to make sure there was no problem with our water pipes. While he was in the side yard to our house, he found a notice in the pine straw stating that our service had been turned off for non-payment.

At the same time, I was calling and ultimately reached a CWS customer service representative. She asked me if I had failed to pay my bill, and I stated that we had never missed paying a bill that we received.

At that moment, my husband came in and showed me the notice that our service was disconnected for nonpayment. I explained to the CWS representative that we did not receive a bill and we had not known that our service was to be cut-off. From the tone and demeanor of the CWS supervisor, she acted as though she had heard it all before. Because it was after 5 p.m., our service would not be turned on until the next day and after I paid. I paid our bill over the phone that night. My husband and I went to a hotel, and I made arrangements to move my 89 year old mother to a neighbor's house.

Prior to reaching CWS, I had contacted Lexington County, who does not provide water service to us, but the gentleman from Lexington County was kind enough to come to my neighborhood to make sure that they had not interrupted our service.

**Q. WHAT STEPS DID YOU TAKE?**

A. I looked on the internet and found that Lisa Sparrow is the President of Utilities, Inc. I immediately wrote her a letter outlining the events that occurred. See Exhibit BF-1. I also

found the Public Service Commission of South Carolina and on April 8, 2010 filed a complaint with the ORS.

**Q. DID YOU RECEIVE A NOTICE OF YOUR IMPENDING WATER SERVICE DISCONNECTION?**

**A.** No.

**Q. DID YOU CONTACT CWS CUSTOMER SERVICE REPRESENTATIVES AFTER FEBRUARY 11, 2010?**

**A.** Yes. We do not receive timely routine billing from CWS. I am worried that I won't receive a bill or a notice of termination. I am concerned that I will come home to find my water service turned off. On March 4, 2010, I called CWS customer service because I received a notice of termination on February 23, 2010 but did not receive the CWS bill.

**Q. HAVE YOU RECEIVED TIMELY BILLS?**

**A.** No.

**Q. HAVE YOU RECEIVED BILLS WITH A DELAY FROM THE DATE OF THE METER READ TO THE BILL STATEMENT DATE?**

**A.** Yes.

**Q. PLEASE EXPLAIN EXHIBIT BF-2**

**A.** Exhibit BF-2 contains copies of my CWS bills. As you can see, there is a delay between the meter read date and the actual bill date. Additionally, CWS does not have a routine billing cycle.

**Q. HOW MANY DAYS OR MONTHS DELAY BETWEEN THE METER READ DATE AND BILL DATE IS SHOWN ON YOUR BILL STATEMENT DATED SEPTEMBER 5, 2008?**

1 A. The bill shows the meter was read on June 25, 2008, and the bill date is September 5,  
2 2008. There is a delay of two (2) months and ten (10) days from the meter read date to  
3 the bill date. When I contacted CWS, in the summer of 2008 after not receiving a water  
4 bill for over six (6) weeks, I was told the billing process had become more complex than  
5 expected and was taking a while to sort out.

6 **Q. DO YOU HAVE ANY OTHER MORE RECENT EXAMPLES OF BILLING**  
7 **ISSUES?**

8 A. Yes. The bill dated March 30, 2010 with a due date of April 20, 2010 has a credit balance  
9 of \$-75.83 and the meter read date was December 23, 2009. And, I continue to  
10 experience an unpredictable billing schedule. I received multiple bills in the month of  
11 April 2010.

12 **Q. WHAT CONCERNS DO YOU HAVE REGARDING CWS?**

13 A. I am very concerned that I will not receive a bill and come home one day from work only  
14 to find my water service turned off. Bills should be timely and accurately rendered. I  
15 would like to (1) receive my bill and (2) receive my bill on a routine cycle and (3) receive  
16 an accurate bill.

17 **Q. WHEN YOU DID RECEIVE YOUR BILLS, DID YOU PAY THEM BEFORE**  
18 **THE DUE DATE?**

19 A. Yes. In fact, I had a very good payment record. We had never missed a payment. I do not  
20 understand why the Company failed to recognize that its paying customers were not  
21 receiving their bills.

22 **Q. DOES THIS CONCLUDE YOUR TESTIMONY?**

23 A. Yes, it does.

**EXHIBIT BF-1**  
**(REDACTED)**

Brandon Foster

p. 2

Brandon Foster  
202 Barnacle Circle  
Lexington, SC 29072

February 12, 2010

Lisa Sparrow  
President, Utilities Inc.  
2335 Sanders Road  
Northbrook, IL 60062-6108

Dear Ms Sparrow:

First let me congratulate you on your recent promotion to president of Utilities Inc., unfortunately the purpose of this letter is lodge a formal complaint about the abysmal lack of service provided by the local branch of Utilities Inc. Water Service for Lexington, SC. My husband and I have been residents of the Seay Cove community in Lexington County on Lake Murray for 10 years. The water service management to our home was changed in 2008 to Utilities Inc. accompanied by incredibly poor business management and billing.

Not long after the initial change and after not receiving a water bill for over 6 weeks in the summer of 2008, I called Utilities Inc. and was told the billing process had become more complex than expected after they assumed management and was taking a while to sort out – hence the bill would be late. We subsequently received a bill for service from May 25 – June 25 on September 5<sup>th</sup> for \$152.77 followed by an additional bill on September 12<sup>th</sup>, 2008 for \$ 338.49 (please see enclosed copies for documentation). Subsequent billing dates have continued to vary at intervals with some months receiving 2 bills (April 6, 2009 and again on April 30, 2009), but with an ongoing unpredictable billing schedule.

In January of 2010 I did not receive a bill by mid-month, but this did not alarm me as it had happened before. However, on February 11, 2009 my husband reported the water had been cut off – again this did not initially alarm me as the water has been interrupted in the past to accommodate work being done with construction and/or maintenance in our vicinity. By 5:15 PM when the water remained off, I checked with a neighbor to see if their water was off too and learned the problem was limited to my home. My husband looked under the house (to make sure there were no frozen pipes, etc.) while I called the Utilities Inc. phone number (356-0490) provided by the local operator only to get *the loud ringing of a fax machine* in return. We subsequently called the Lexington County water service and were told they did not cover our water service (the gentleman on call for their water division was even kind enough to make the trip out to our neighborhood to insure they were not responsible for the interruption in service). Finally, while walking in our side yard, still trying to determine why the water was off, my husband found a

Lisa Sparrow  
February 12, 2010  
Page 2

notice *in the pine straw* notifying us our water had been cut off for *none payment of a bill*.

We were both dumbfounded to see this notice as at 57 and 65 years of age and both professional people (I am a nurse practitioner with the USC School of Medicine and my husband a tax attorney in private practice) we have NEVER not paid a water bill and NEVER even been threatened with disconnection of a service much less experienced someone turning off a key service without prior notification. We called the number provided on the notice three times before the representative on call, Rene, returned the call and announced that our bill was overdue, that a letter had been sent notifying us on January 25<sup>th</sup>, and the water WOULD NOT be turned back on until the bill was paid and no sooner than the following day at the earliest. We then were forced to pack our bags, move my 89 yr. old Mother to a neighbor's house and arrange for overnight lodging at a local motel.

I NEVER received a Utilities Inc. bill for January 2010, NEVER received a letter notifying us that our service was being disconnected and am appalled at the lack of concern and service provided by Utilities Inc. The check for my December bill was mailed December 26<sup>th</sup> and cleared my bank on December 30<sup>th</sup>, 2009 – hence my January bill should have been due around the last week of January 2010. At worst I would have been 2 to 3 weeks late with the January payment when my water service was interrupted *without notice* on February 11<sup>th</sup>. It is outrageous that a key service would be disconnected without *assuring* that the parties, who had a documented satisfactory payment record, had been notified and outrageous that service disconnection would even be considered over one bill being a few weeks late period!!! One look at our payment record should have caused one to pause when making that sort of decision. Utilities Inc. at the very least should reimburse us for a needless night in a motel while our water service was interrupted.

My husband and I would appreciate any help you can provide in looking into this problem and making sure that another Lexington resident does not suffer at the hands of this completely irresponsible local branch of your company.

Sincerely,

Brandon and Robert Foster  
202 Barnacle Circle  
Lexington, SC 29072  
(H) 803- 808-9747  
(C)



**EXHIBIT BF-2**  
**(REDACTED)**

**EXHIBIT BF-2**

Carolina Water Service Inc of SC  
 Phone: (800) 367-4314  
 Collections: (800) 367-4314  
 Customer Service: (800) 367-4314  
 www.ulwater.com

**Utilities, Inc.®**

261 \*

Bill Date	Account Number	Due Date	Please Pay
06/18/2008		7/14/2008	\$ 77.62

Name ROBERT H FOSTER

Primary Telephone #

Service Address 202 BARNACLE CIR, LEXINGTON, SC, 29072

**Activity Since Last Bill**

Previous Balance	\$0.00	
Payments received as of 06/18/2008	\$0.00	
Balance as of 06/18/2008		\$0.00

**Residential Water Service**

Water Base Charge	\$11.09	
7,520 gallons at \$3.55 per 1,000 gallons	\$26.70	
SC DHEC Fee	\$0.83	
<b>Total Residential Water Service</b>		<b>\$38.62</b>

**Residential Wastewater Service**

Wastewater Service	\$39.00	
<b>Total Residential Wastewater Service</b>		<b>\$39.00</b>
<b>Total Amount Due</b>		<b>\$77.62</b>

**Summary of Service**

Meter Reading Meter # 99109186  
 Current 619150 05/26/2008  
 Previous 611630 04/27/2008  
 Usage 7,520 Gallons  
 Number of Days 29  
 Average Daily Use 259 Gallons  
 Average Daily Cost \$12.68

**Billing History**  
 in dollars

05/26/2008	619150	7,520	\$12.68
04/27/2008	611630		
03/28/2008			
02/28/2008			
01/29/2008			
12/30/2007			
11/30/2007			
10/31/2007			
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**Utilities, Inc.®**

Carolina Water Service Inc of SC

Phone: (800) 367-4314

Collections: (800) 367-4314

Customer Service: (800) 367-4314

www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay
09/05/2008		10/2/2008	\$ 152.77

Name ROBERT H FOSTER

Primary Telephone #

Service Address 202 BARNACLE CIR, LEXINGTON, SC, 29072

## Activity Since Last Bill

Previous Balance	\$77.62	
Payments received as of 09/05/2008	\$-77.62	
Balance as of 09/05/2008		\$0.00

## Residential Water Service

Water Base Charge	\$11.09	
28,690 gallons at \$3.55 per 1,000 gallons	\$101.85	
SC DHEC Fee	\$0.83	
Total Residential Water Service		\$113.77

## Residential Wastewater Service

Wastewater Service	\$39.00	
Total Residential Wastewater Service		\$39.00
Total Amount Due		\$152.77

**Summary of Service**

Meter Reading Meter # 99109166

Current 647840 08/25/2008

Previous 619150 05/28/2008

Usage 28,690 Gallons

Number of Days 30

Average Daily Use 956 Gallons

Average Daily Cost \$ 5.09

**Billing History**

In dollars

08/25/2008	647840	101.85
05/28/2008	619150	101.85
02/28/2008	590460	101.85
12/31/2007	561770	101.85
09/30/2007	533080	101.85
06/30/2007	504390	101.85
03/31/2007	475700	101.85
12/31/2006	447010	101.85
09/30/2006	418320	101.85
06/30/2006	389630	101.85
03/31/2006	360940	101.85
12/31/2005	332250	101.85
09/30/2005	303560	101.85
06/30/2005	274870	101.85
03/31/2005	246180	101.85
12/31/2004	217490	101.85
09/30/2004	188800	101.85
06/30/2004	160110	101.85
03/31/2004	131420	101.85
12/31/2003	102730	101.85
09/30/2003	74040	101.85
06/30/2003	45350	101.85
03/31/2003	16660	101.85
12/31/2002	-12030	101.85
09/30/2002	-40940	101.85
06/30/2002	-70050	101.85
03/31/2002	-99160	101.85
12/31/2001	-128270	101.85
09/30/2001	-157380	101.85
06/30/2001	-186490	101.85
03/31/2001	-215600	101.85
12/31/2000	-244710	101.85
09/30/2000	-273820	101.85
06/30/2000	-302930	101.85
03/31/2000	-332040	101.85
12/31/1999	-361150	101.85
09/30/1999	-390260	101.85
06/30/1999	-419370	101.85
03/31/1999	-448480	101.85
12/31/1998	-477590	101.85
09/30/1998	-506700	101.85
06/30/1998	-535810	101.85
03/31/1998	-564920	101.85
12/31/1997	-594030	101.85
09/30/1997	-623140	101.85
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03/31/1997	-681360	101.85
12/31/1996	-710470	101.85
09/30/1996	-739580	101.85
06/30/1996	-768690	101.85
03/31/1996	-797800	101.85
12/31/1995	-826910	101.85
09/30/1995	-856020	101.85
06/30/1995	-885130	101.85
03/31/1995	-914240	101.85
12/31/1994	-943350	101.85
09/30/1994	-972460	101.85
06/30/1994	-1001570	101.85
03/31/1994	-1030680	101.85
12/31/1993	-1059790	101.85
09/30/1993	-1088900	101.85
06/30/1993	-1118010	101.85
03/31/1993	-1147120	101.85
12/31/1992	-1176230	101.85
09/30/1992	-1205340	101.85
06/30/1992	-1234450	101.85
03/31/1992	-1263560	101.85
12/31/1991	-1292670	101.85
09/30/1991	-1321780	101.85
06/30/1991	-1350890	101.85
03/31/1991	-1380000	101.85
12/31/1990	-1409110	101.85
09/30/1990	-1438220	101.85
06/30/1990	-1467330	101.85
03/31/1990	-1496440	101.85
12/31/1989	-1525550	101.85
09/30/1989	-1554660	101.85
06/30/1989	-1583770	101.85
03/31/1989	-1612880	101.85
12/31/1988	-1641990	101.85
09/30/1988	-1671100	101.85
06/30/1988	-1700210	101.85
03/31/1988	-1729320	101.85
12/31/1987	-1758430	101.85
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06/30/1987	-1816650	101.85
03/31/1987	-1845760	101.85
12/31/1986	-1874870	101.85
09/30/1986	-1903980	101.85
06/30/1986	-1933090	101.85
03/31/1986	-1962200	101.85
12/31/1985	-1991310	101.85
09/30/1985	-2020420	101.85
06/30/1985	-2049530	101.85
03/31/1985	-2078640	101.85
12/31/1984	-2107750	101.85
09/30/1984	-2136860	101.85
06/30/1984	-2165970	101.85
03/31/1984	-2195080	101.85
12/31/1983	-2224190	101.85
09/30/1983	-2253300	101.85
06/30/1983	-2282410	101.85
03/31/1983	-2311520	101.85
12/31/1982	-2340630	101.85
09/30/1982	-2369740	101.85
06/30/1982	-2398850	101.85
03/31/1982	-2427960	101.85
12/31/1981	-2457070	101.85
09/30/1981	-2486180	101.85
06/30/1981	-2515290	101.85
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06/30/1944	-6823980	101.85

3/11



Carolina Water Service Inc of SC  
 Phone: (800) 367-4314  
 Collections: (800) 367-4314  
 Customer Service: (800) 367-4314  
 www.ulwater.com

Bill Date	Account Number	Due Date	Please Pay
09/12/2008	[REDACTED]	10/9/2008	\$ 338.49

Name ROBERT H FOSTER

Primary Telephone # [REDACTED]

Service Address 202 BARNACLE CIR, LEXINGTON, SC, 29072

Activity Since Last Bill

Previous Balance \$152.77  
 Payments received as of 09/12/2008 \$0.00  
 Balance as of 09/12/2008 \$152.77

## Residential Water Service

Water Base Charge \$22.92  
 22,920 gallons at \$3.55 per 1,000 gallons \$81.37  
 SC DHEC Fee \$0.83  
 Total Residential Water Service \$105.12

## Residential Wastewater Service

Wastewater Service \$80.60  
 Total Residential Wastewater Service \$80.60

Total Amount Due

\$338.49

*Called 3/11/09  
 & bill rec'd*

*OK SIS9  
 9/23  
 \$ 185.12*

Summary of Service																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																						
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<table border="1"> <thead> <tr> <th>Month</th> <th>Usage</th> <th>Amount</th> </tr> </thead> <tbody> <tr><td>08/2008</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>07/2008</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>06/2008</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>05/2008</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>04/2008</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>03/2008</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>02/2008</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>01/2008</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>12/2007</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>11/2007</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>10/2007</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>09/2007</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>08/2007</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>07/2007</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>06/2007</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>05/2007</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>04/2007</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>03/2007</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>02/2007</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>01/2007</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>12/2006</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>11/2006</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>10/2006</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>09/2006</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>08/2006</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>07/2006</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>06/2006</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>05/2006</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>04/2006</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>03/2006</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>02/2006</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>01/2006</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>12/2005</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>11/2005</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>10/2005</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>09/2005</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>08/2005</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>07/2005</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>06/2005</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>05/2005</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>04/2005</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>03/2005</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>02/2005</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>01/2005</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>12/2004</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>11/2004</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>10/2004</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>09/2004</td><td>22,920</td><td>\$105.12</td></tr> <tr><td>08/2004</td><td>22,920</td><td>\$105.12</td></tr> 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<tr><td>01/1</td></tr></tbody></table>		Month	Usage	Amount	08/2008	22,920	\$105.12	07/2008	22,920	\$105.12	06/2008	22,920	\$105.12	05/2008	22,920	\$105.12	04/2008	22,920	\$105.12	03/2008	22,920	\$105.12	02/2008	22,920	\$105.12	01/2008	22,920	\$105.12	12/2007	22,920	\$105.12	11/2007	22,920	\$105.12	10/2007	22,920	\$105.12	09/2007	22,920	\$105.12	08/2007	22,920	\$105.12	07/2007	22,920	\$105.12	06/2007	22,920	\$105.12	05/2007	22,920	\$105.12	04/2007	22,920	\$105.12	03/2007	22,920	\$105.12	02/2007	22,920	\$105.12	01/2007	22,920	\$105.12	12/2006	22,920	\$105.12	11/2006	22,920	\$105.12	10/2006	22,920	\$105.12	09/2006	22,920	\$105.12	08/2006	22,920	\$105.12	07/2006	22,920	\$105.12	06/2006	22,920	\$105.12	05/2006	22,920	\$105.12	04/2006	22,920	\$105.12	03/2006	22,920	\$105.12	02/2006	22,920	\$105.12	01/2006	22,920	\$105.12	12/2005	22,920	\$105.12	11/2005	22,920	\$105.12	10/2005	22,920	\$105.12	09/2005	22,920	\$105.12	08/2005	22,920	\$105.12	07/2005	22,920	\$105.12	06/2005	22,920	\$105.12	05/2005	22,920	\$105.12	04/2005	22,920	\$105.12	03/2005	22,920	\$105.12	02/2005	22,920	\$105.12	01/2005	22,920	\$105.12	12/2004	22,920	\$105.12	11/2004	22,920	\$105.12	10/2004	22,920	\$105.12	09/2004	22,920	\$105.12	08/2004	22,920	\$105.12	07/2004	22,920	\$105.12	06/2004	22,920	\$105.12	05/2004	22,920	\$105.12	04/2004	22,920	\$105.12	03/2004	22,920	\$105.12	02/2004	22,920	\$105.12	01/2004	22,920	\$105.12	12/2003	22,920	\$105.12	11/2003	22,920	\$105.12	10/2003	22,920	\$105.12	09/2003	22,920	\$105.12	08/2003	22,920	\$105.12	07/2003	22,920	\$105.12	06/2003	22,920	\$105.12	05/2003	22,920	\$105.12	04/2003	22,920	\$105.12	03/2003	22,920	\$105.12	02/2003	22,920	\$105.12	01/2003	22,920	\$105.12	12/2002	22,920	\$105.12	11/2002	22,920	\$105.12	10/2002	22,920	\$105.12	09/2002	22,920	\$105.12	08/2002	22,920	\$105.12	07/2002	22,920	\$105.12	06/2002	22,920	\$105.12	05/2002	22,920	\$105.12	04/2002	22,920	\$105.12	03/2002	22,920	\$105.12	02/2002	22,920	\$105.12	01/2002	22,920	\$105.12	12/2001	22,920	\$105.12	11/2001	22,920	\$105.12	10/2001	22,920	\$105.12	09/2001	22,920	\$105.12	08/2001	22,920	\$105.12	07/2001	22,920	\$105.12	06/2001	22,920	\$105.12	05/2001	22,920	\$105.12	04/2001	22,920	\$105.12	03/2001	22,920	\$105.12	02/2001	22,920	\$105.12	01/2001	22,920	\$105.12	12/2000	22,920	\$105.12	11/2000	22,920	\$105.12	10/2000	22,920	\$105.12	09/2000	22,920	\$105.12	08/2000	22,920	\$105.12	07/2000	22,920	\$105.12	06/2000	22,920	\$105.12	05/2000	22,920	\$105.12	04/2000	22,920	\$105.12	03/2000	22,920	\$105.12	02/2000	22,920	\$105.12	01/2000	22,920	\$105.12	12/1999	22,920	\$105.12	11/1999	22,920	\$105.12	10/1999	22,920	\$105.12	09/1999	22,920	\$105.12	08/1999	22,920	\$105.12	07/1999	22,920	\$105.12	06/1999	22,920	\$105.12	05/1999	22,920	\$105.12	04/1999	22,920	\$105.12	03/1999	22,920	\$105.12	02/1999	22,920	\$105.12	01/1999	22,920	\$105.12	12/1998	22,920	\$105.12	11/1998	22,920	\$105.12	10/1998	22,920	\$105.12	09/1998	22,920	\$105.12	08/1998	22,920	\$105.12	07/1998	22,920	\$105.12	06/1998	22,920	\$105.12	05/1998	22,920	\$105.12	04/1998	22,920	\$105.12	03/1998	22,920	\$105.12	02/1998	22,920	\$105.12	01/1998	22,920	\$105.12	12/1997	22,920	\$105.12	11/1997	22,920	\$105.12	10/1997	22,920	\$105.12	09/1997	22,920	\$105.12	08/1997	22,920	\$105.12	07/1997	22,920	\$105.12	06/1997	22,920	\$105.12	05/1997	22,920	\$105.12	04/1997	22,920	\$105.12	03/1997	22,920	\$105.12	02/1997	22,920	\$105.12	01/1997	22,920	\$105.12	12/1996	22,920	\$105.12	11/1996	22,920	\$105.12	10/1996	22,920	\$105.12	09/1996	22,920	\$105.12	08/1996	22,920	\$105.12	07/1996	22,920	\$105.12	06/1996	22,920	\$105.12	05/1996	22,920	\$105.12	04/1996	22,920	\$105.12	03/1996	22,920	\$105.12	02/1996	22,920	\$105.12	01/1996	22,920	\$105.12	12/1995	22,920	\$105.12	11/1995	22,920	\$105.12	10/1995	22,920	\$105.12	09/1995	22,920	\$105.12	08/1995	22,920	\$105.12	07/1995	22,920	\$105.12	06/1995	22,920	\$105.12	05/1995	22,920	\$105.12	04/1995	22,920	\$105.12	03/1995	22,920	\$105.12	02/1995	22,920	\$105.12	01/1995	22,920	\$105.12	12/1994	22,920	\$105.12	11/1994	22,920	\$105.12	10/1994	22,920	\$105.12	09/1994	22,920	\$105.12	08/1994	22,920	\$105.12	07/1994	22,920	\$105.12	06/1994	22,920	\$105.12	05/1994	22,920	\$105.12	04/1994	22,920	\$105.12	03/1994	22,920	\$105.12	02/1994	22,920	\$105.12	01/1994	22,920	\$105.12	12/1993	22,920	\$105.12	11/1993	22,920	\$105.12	10/1993	22,920	\$105.12	09/1993	22,920	\$105.12	08/1993	22,920	\$105.12	07/1993	22,920	\$105.12	06/1993	22,920	\$105.12	05/1993	22,920	\$105.12	04/1993	22,920	\$105.12	03/1993	22,920	\$105.12	02/1993	22,920	\$105.12	01/1993	22,920	\$105.12	12/1992	22,920	\$105.12	11/1992	22,920	\$105.12	10/1992	22,920	\$105.12	09/1992	22,920	\$105.12	08/1992	22,920	\$105.12	07/1992	22,920	\$105.12	06/1992	22,920	\$105.12	05/1992	22,920	\$105.12	04/1992	22,920	\$105.12	03/1992	22,920	\$105.12	02/1992	22,920	\$105.12	01/1992	22,920	\$105.12	12/1991	22,920	\$105.12	11/1991	22,920	\$105.12	10/1991	22,920	\$105.12	09/1991	22,920	\$105.12	08/1991	22,920	\$105.12	07/1991	22,920	\$105.12	06/1991	22,920	\$105.12	05/1991	22,920	\$105.12	04/1991	22,920	\$105.12	03/1991	22,920	\$105.12	02/1991	22,920	\$105.12	01/1991	22,920	\$105.12	12/1990	22,920	\$105.12	11/1990	22,920	\$105.12	10/1990	22,920	\$105.12	09/1990	22,920	\$105.12	08/1990	22,920	\$105.12	07/1990	22,920	\$105.12	06/1990	22,920	\$105.12	05/1990	22,920	\$105.12	04/1990	22,920	\$105.12	03/1990	22,920	\$105.12	02/1990	22,920	\$105.12	01/1990	22,920	\$105.12	12/1989	22,920	\$105.12	11/1989	22,920	\$105.12	10/1989	22,920	\$105.12	09/1989	22,920	\$105.12	08/1989	22,920	\$105.12	07/1989	22,920	\$105.12	06/1989	22,920	\$105.12	05/1989	22,920	\$105.12	04/1989	22,920	\$105.12	03/1989	22,920	\$105.12	02/1989	22,920	\$105.12	01/1989	22,920	\$105.12	12/1988	22,920	\$105.12	11/1988	22,920	\$105.12	10/1988	22,920	\$105.12	09/1988	22,920	\$105.12	08/1988	22,920	\$105.12	07/1988	22,920	\$105.12	06/1988	22,920	\$105.12	05/1988	22,920	\$105.12	04/1988	22,920	\$105.12	03/1988	22,920	\$105.12	02/1988	22,920	\$105.12	01/1988	22,920	\$105.12	12/1987	22,920	\$105.12	11/1987	22,920	\$105.12	10/1987	22,920	\$105.12	09/1987	22,920	\$105.12	08/1987	22,920	\$105.12	07/1987	22,920	\$105.12	06/1987	22,920	\$105.12	05/1987	22,920	\$105.12	04/1987	22,920	\$105.12	03/1987	22,920	\$105.12	02/1987	22,920	\$105.12	01/1987	22,920	\$105.12	12/1986	22,920	\$105.12	11/1986	22,920	\$105.12	10/1986	22,920	\$105.12	09/1986	22,920	\$105.12	08/1986	22,920	\$105.12	07/1986	22,920	\$105.12	06/1986	22,920	\$105.12	05/1986	22,920	\$105.12	04/1986	22,920	\$105.12	03/1986	22,920	\$105.12	02/1986	22,920	\$105.12	01/1986	22,920	\$105.12	12/1985	22,920	\$105.12	11/1985	22,920	\$105.12	10/1985	22,920	\$105.12	09/1985	22,920	\$105.12	08/1985	22,920	\$105.12	07/1985	22,920	\$105.12	06/1985	22,920	\$105.12	05/1985	22,920	\$105.12	04/1985	22,920	\$105.12	03/1985	22,920	\$105.12	02/1985	22,920	\$105.12	01/1
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4/11



Carolina Water Service Inc of SC

Phone: (800) 367-4314

Collections: (800) 367-4314

Customer Service: (800) 367-4314

www.ulwater.com

Bill Date	Account Number	Due Date	Please Pay
04/06/2009	[REDACTED]	4/27/2009	\$ 62.62

Name ROBERT H FOSTER

Primary Telephone # [REDACTED]

Service Address 202 BARNACLE CIR, LEXINGTON, SC, 29072

## Activity Since Last Bill

Previous Balance	\$71.79	
Payments received as of 04/06/2009	\$-99.79	
Balance as of 04/06/2009		\$-28.00

## Residential Water Service

Water Base Charge	\$14.05	
7,420 gallons at \$3.55 per 1,000 gallons	\$26.34	
SC DHEC Fee	\$0.83	
Total Residential Water Service		\$41.22

## Residential Wastewater Service

Wastewater Service	\$49.40	
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Total Residential Wastewater Service		\$49.40
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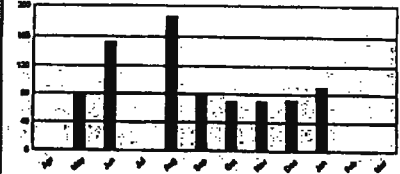
Total Amount Due		\$62.62
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## Summary of Service

Meter Reading	Meter #	99109166
Current	702700	01/27/2009
Previous	695280	12/20/2008
Usage	7,420 Gallons	
Number of Days:	38	
Average Daily Use:	195 Gallons	
Average Daily Cost:	\$ 2.38	

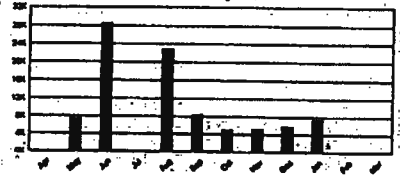
## Billing History

in dollars



## Consumption History

in gallons



A fee of 1.5% per month will be added if unpaid by the due date.  
Make check payable to: Carolina Water Service Inc of SC

Messages

5/11



Carolina Water Service Inc of SC

Phone: (800) 367-4314

Collections: (800) 367-4314

Customer Service: (800) 367-4314

www.uilwater.com

Bill Date	Account Number	Due Date	Amount Due
04/30/2009	[REDACTED]	5/21/2009	\$ 70.62

Name ROBERT H FOSTER

Primary Telephone # [REDACTED]

Service Address 202 BARNACLE CIR, LEXINGTON, SC, 29072

Activity Since Last Bill

Previous Balance	\$62.62	
Payments received as of 04/30/2009	\$-62.62	
Balance as of 04/30/2009		\$0.00

**Residential Water Service**

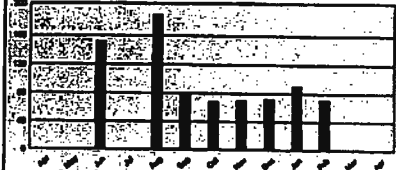
Water Base Charge	\$11.09	
5,550 gallons at \$3.55 per 1,000 gallons	\$19.70	
SC DHEC Fee	\$0.83	
Total Residential Water Service		\$31.62

**Residential Wastewater Service**

Wastewater Service	\$39.00	
Total Residential Wastewater Service		\$39.00
<b>Total Amount Due</b>		<b>\$70.62</b>

**Summary of Service**

Meter Reading	Meter #	99109168
Current	708250	02/24/2009
Previous	702700	01/27/2009
Usage	5,550 Gallons	
Number of Days	28	
Average Daily Use	198 Gallons	
Average Daily Cost	\$2.52	

**Billing History**  
in dollars**Consumption History**  
in gallons

A fee of 1.5% per month will be added if unpaid by the due date.  
Make check payable to: Carolina Water Service Inc of SC

Messages

6/11



Carolina Water Service Inc of SC  
 Collections: (800) 367-4314  
 Phone: (800) 367-4314  
 Customer Service: (800) 367-4314  
 www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay
06/28/2009	[REDACTED]	7/20/2009	\$ 76.94

Name ROBERT H FOSTER

Primary Telephone # [REDACTED]

Service Address 202 BARNACLE CIR, LEXINGTON, SC, 29072

## Activity Since Last Bill

Previous Balance	\$72.22	
Payments received as of 06/28/2009	\$-72.22	
Balance as of 06/28/2009		\$0.00

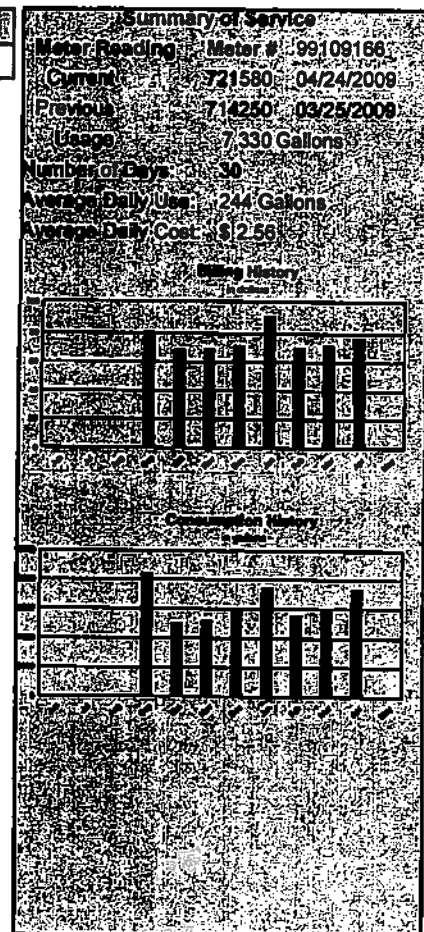
## Residential Water Service

Water Base Charge	\$11.09	
7,330 gallons at \$3.55 per 1,000 gallons	\$26.02	
SC DHEC Fee	\$0.83	
Total Residential Water Service		\$37.94

## Residential Wastewater Service

Wastewater Service	\$39.00	
Total Residential Wastewater Service		\$39.00

Total Amount Due		\$76.94
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A fee of 1.5% per month will be added if unpaid by the due date.  
 Make check payable to: Carolina Water Service Inc of SC

Messages

7/11



Carolina Water Service Inc of SC  
 Collections: (800) 367-4314  
 Phone: (800) 367-4314  
 Customer Service: (800) 367-4314  
 www.ulwater.com

Bill Date	Account Number	Due Date	Credit Balance
03/30/2010	[REDACTED]	4/20/2010	\$-75.83

Name ROBERT H FOSTER

Primary Telephone # [REDACTED]

Service Address 202 BARNACLE CIR, LEXINGTON, SC, 29072

## Activity Since Last Bill

Previous Balance	\$-149.19
Payments received as of 03/30/2010	\$0.00
Balance as of 03/30/2010	\$-149.19

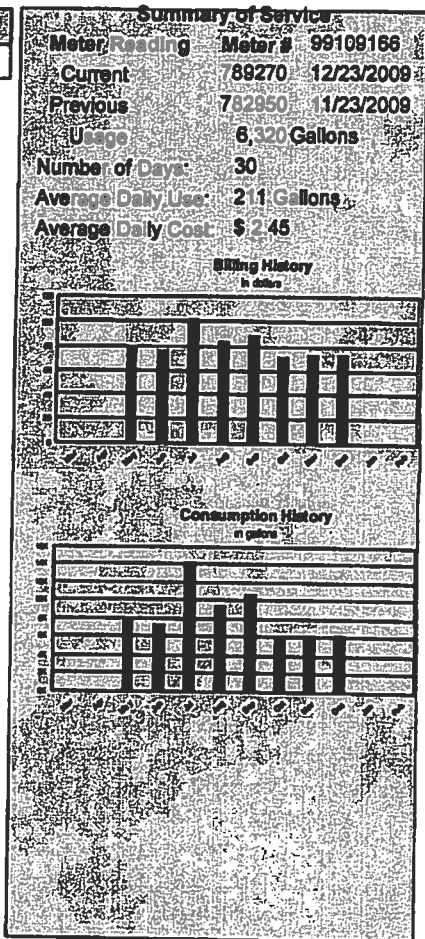
## Residential Water Service

Water Base Charge	\$11.09
6,320 gallons at \$3.55 per 1,000 gallons	\$22.44
SC DHEC Fee	\$0.83
Total Residential Water Service	\$34.36

## Residential Wastewater Service

Wastewater Service	\$39.00
Total Residential Wastewater Service	\$39.00

Total Amount Due	\$-75.83
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A fee of 1.5% per month will be added if unpaid by the due date.

Make check payable to: Carolina Water Service Inc of SC

## Messages

Please note, this is a corrected bill. If you have any questions, please contact customer service at the phone number indicated above.



PO Box 4509  
 West Columbia SC 29171-4509

#BWBCGPK  
 ROBERT H FOSTER  
 202 BARNACLE CIR  
 LEXINGTON SC 29072

Account Number: [REDACTED]

Due Date: 4/20/2010

Credit Balance \$-75.83

Amount Paid

Do Not Pay

Carolina Water Service Inc of SC  
 PO Box 11025  
 Lewiston ME 04243-9476



BF-2 7/11

Address correction requested on this bill



**Utilities, Inc.®**

**Carolina Water Service Inc of SC**  
Collections: (800) 367-4314  
Phone: (800) 367-4314  
Customer Service: (800) 367-4314  
[www.uwater.com](http://www.uwater.com)

Bill Date	Account Number	Due Date	Credit Balance
03/30/2010	[REDACTED]	4/20/2010	\$-149.19

**Name** ROBERT H FOSTER

Primary Telephone #

**Service Address** 202 BARNACLE CIR, LEXINGTON, SC, 29072

**Activity Since Last Bill**

Previous Balance

**\$146.05**

**Payments received as of 03/30/2010**

**\$-295.24**

**Balance as of 03/30/2010**

**\$-149.19**

**Total Amount Due**

**\$-149.19**

**A fee of 1.5% per month will be added if unpaid by the due date.  
Make check payable to: Carolina Water Service Inc of SC**

## Messages



PO Box 4509  
West Columbia SC 29171-4509

#BWBCGPK  
ROBERT H FOSTER  
202 BARNACLE CIR  
LEXINGTON SC 29072

**Account Number:**

**Due Date: 4/20/2010**

**Credit Balance      \$-149.19**

Amount Paid

## Do Not Pay

**Carolina Water Service Inc of SC**  
**PO Box 11025**  
**Lewiston ME 04243-9476**

9/11



<b>Bill Date</b> 03/14/2010	<b>Account Number</b> [REDACTED]	<b>Due Date</b> 4/5/2010	<b>Please Pay:</b> \$149.19
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Name **ROBERT H FOSTER**  
Service Address **202 BARNACLE CIR, LEXINGTON, SC, 29072**

Primary Telephone # [REDACTED]

**Activity Since Last Bill**

Previous Balance	\$146.05
Payments received as of 03/14/2010	\$-146.05
Balance as of 03/14/2010	\$0.00

**Residential Water Service**

Water Base Charge	\$22.82
12,630 gallons at \$3.55 per 1,000 gallons	\$44.84
SC DHEC Fee	\$0.83
<b>Total Residential Water Service</b>	<b>\$68.59</b>

**Residential Wastewater Service**

Wastewater Service	\$80.60
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**Total Residential Wastewater Service**

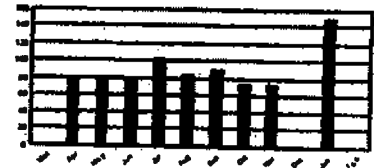
<b>Total Amount Due</b>	<b>\$149.19</b>
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Carolina Water Service Inc of SC  
Collections: (800) 367-4314  
Phone: (800) 367-4314  
Customer Service: (800) 367-4314  
www.carwater.com

**Summary of Service**

<b>Meter Reading</b>	<b>Meter #</b>	<b>99109166</b>
Current	795580	01/24/2010
Previous	782950	11/23/2009
Usage	12,630 Gallons	
Number of Days:	62	
Average Daily Use:	204 Gallons	
Average Daily Cost:	\$2.41	

**Billing History**



**Consumption History**



A fee of 1.5% per month will be added if unpaid by the due date.  
Make check payable to: Carolina Water Service Inc of SC

Messages



PO Box 4509  
West Columbia SC 29171-4509

#BWBCGPK  
ROBERT H FOSTER  
202 BARNACLE CIR  
LEXINGTON SC 29072



Account Number:	[REDACTED]	Amount Paid
Due Date:	4/5/2010	<div style="border: 1px solid black; width: 100px; height: 30px;"></div>
Please Pay:	\$149.19	

Carolina Water Service Inc of SC  
PO Box 11025  
Lewiston ME 04243-9476  
|||

☐ Address correction requested on back

372

of water not used this bill BF-2 9/11

372  
mud

10/11  
**Utilities, Inc.**

PO BOX 1105  
Northbrook IL 60065-1105

02/23/2010

ROBERT H FOSTER  
202 BARNACLE CIR  
LEXINGTON, SC, 29072

*called  
customer  
service  
3/4/10  
ann.*

*read 23<sup>rd</sup>*

*Never rec'd  
bill*

*AGAIN*

Account Number: [REDACTED]

Dear ROBERT H FOSTER:

Our records indicate that there is an outstanding balance of \$74.05 on your water and/or wastewater account. If you have already mailed your payment, we apologize for any inconvenience and thank you for your payment.

If your payment has not been mailed, please send in the full outstanding balance today. If we do not hear from you within 10 days of the date on this letter, your service may be severed without additional notification. For your service to be reinstated, the outstanding balance and all applicable fees must be paid in full.

For your convenience, charge/debit card or electronic check payments may be made through <https://paymentsutilitiesinc.billmatrix.com> or by calling CheckFree at 877-527-7852. There is a convenience fee for this service. You may also visit our website at [www.uiwater.com](http://www.uiwater.com) for more information. Returned payments will be subject to the maximum fees allowed by your state.

We thank you for your prompt attention to this matter.

Collections Department  
Utilities, Inc.

*Bohica1*

REG DISCON

A Utilities Inc Company: Carolina Water Service Inc of SC

PO Box 4509 West Columbia, SC 29171 P:(800) 367-4314 [www.uiwater.com](http://www.uiwater.com)

[Billing or Service Questions](#) | [Customer Service Locator](#) | [Automatic Bill Payment](#)  
[Other Payment Options](#) | [How Your Water Meter Is Read](#) | [Frequently Asked Questions](#)

Let us know if there are any changes to your account such as a move, new telephone number, or name change. Providing you with the highest quality service possible is extremely important to us. Your account information is completely confidential.

\* = Required Field

\*First Name:

\*Last Name:

This is a name change ☐

\*E-mail:

\*Account Number:

**Ask A Question**

Your Question:

**Submit Your Meter Readings**

Your Reading:

Read Date:

**Update Your Contact Information**

\*Street Address:

Apt. #:

City:

State/Province:

Zip:

Daytime Phone Number:

Cell Phone Number:

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[http://www.uiwater.com/customer\\_center/index.php?centerId=9&fromMap=question\\_serv...](http://www.uiwater.com/customer_center/index.php?centerId=9&fromMap=question_serv...) 3/18/2010

*Message sent  
3/18/10  
BME*